



## Human Resources Department

City of Burlington

131 Church Street, 2<sup>nd</sup> Floor, Burlington Vermont 05401

Voice (802) 865-7145

Fax (802) 864-1777

TTY (802) 865-7142

September 27, 2010

**TO: Board of Finance**

**From: Aditee Manjaramkar, Human Resources Generalist**

**Susan Leonard, Director of Human Resources**



**Re: Step Placement for Kaillum Tucker, Outside Field Technician at Burlington Telecom**

Consistent with section 5.4a of the Comprehensive Personnel Policy Manual and based on a 2:1 ratio of previous relevant work experience; Mr. Tucker is eligible to begin his employment as the Outside Plant Technician with the City of Burlington at a step 3 of the approved pay grid.

According to Mr. Tucker's resume, (attached) he has nine years directly relevant experience, gained from 2001 to the present. Thus, we recommend Mr. Tucker be placed at a step 3 of the pay grid.

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The City of Burlington does not discriminate on the basis of political or religious affiliation, race, color, national origin, age, sex, sexual orientation, marital status, veteran status, or disability.

The City is also committed to providing proper access to service, facilities, and employment opportunities. For accessibility information or alternative formats, please contact the Human Resources Department, 802-865-7145

**Kaillum Tucker**  
35 Baird Street  
Burlington, VT 05401  
(802) 355-5706  
tucker.kk@gmail.com

*Called*  
*App't. 8/30*  
*1:30pm*

August 17, 2010

City of Burlington  
Human Resources Department  
131 Church Street  
Burlington, VT 05401

Dear Employer,

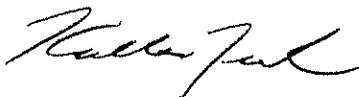
It has come to my attention that Burlington Telecom is seeking two skilled and experienced Outside Field Technicians. I would appreciate the opportunity to discuss your needs and objectives with you. The qualifications listed within the accompanying resume will provide insight to the value I can bring to your team.

As you will note from my enclosed resume, I have more than ten years experience in the field. I began my career in line construction and later broadened my skills by moving into residential and commercial cable installation. In an effort to gain even more knowledge and experience, I also spent several years performing residential satellite installations. I have a great deal of experience working directly with the public and also possess excellent written and verbal communication skills.

For the last three years, I have worked on Burlington Telecom's system through a contractor. For the first year; I was completing FTTP (Fiber-to-the-Premise) installations, and have been the primary fiber optic splicer for the last two years. I am highly experienced in troubleshooting service and performing required maintenance and repairs. I also have a vast array of knowledge and experience with regard to cable equipment and tools.

Burlington Telecom is a dynamic and growing organization, and I would love to be a part of your team. I welcome the opportunity to prove that I can make an effective contribution to your organization. Thank you for your consideration, and I look forward to discussing this opportunity in person.

Sincerely,



Kaillum Tucker

RECEIVED

AUG 18 2010

HUMAN RESOURCES

**Kaillum Tucker**  
35 Baird Street  
Burlington, VT 05401  
(802) 355-5706  
[tucker.kk@gmail.com](mailto:tucker.kk@gmail.com)

**Objective: Outside Field Technician position to which my broad and deep skills can be applied.**

### **Highlights of Qualifications**

- 10 years of experience working in the cable industry.
- Experienced in FTTP installations, troubleshooting and maintenance/repair.
- Several years of experience with fiber optic splicing.
- Outstanding written and verbal communication skills.
- Several years of experience working directly with the public.
- Very well organized and proficient in time management.

### **Relevant Experience**

- Several years of experience performing residential and commercial installations.
  - Experienced with FTTH fiber optic splicing and installations.
  - Experienced in troubleshooting service and performing required maintenance on existing plant.
  - 3 years of experience working on Burlington Telecom's system.
  - Attended trainings with regard to safety, both personal and professional.
  - Extended exceptional customer service when providing in-home installations and service.
  - Knowledge of and experienced with a wide array of equipment and tools pertaining to all facets of the cable industry.
- 

### **Employment History**

- 2007-Present: Catamount Cable Company, Brookfield, VT
- 2007-2007: Nationwide CATV, Cavendish, VT
- 2005-2007: Prime Service Center, Schenectady, NY
- 2003-2005: Great Northern Digital Satellite, Georgia, VT
- 2001-2002: J&J Communications, Middlebury, VT

### **Education**

- Diploma, Ticonderoga High School, Ticonderoga, NY



# CITY OF BURLINGTON

## APPLICATION FOR EMPLOYMENT

Department of Human Resources |  
131 Church Street | Burlington, VT 05401  
www.hrjobs.ci.burlington.vt.us

(802) 865-7145 | VOICE  
(802) 865-7142 | TTY  
(802) 864-1777 | FAX  
(802) 865-7147 | JOB HOTLINE

*The City of Burlington is committed to providing an equal employment opportunity to all persons. Assistance in reviewing job opportunities and completing this employment application will be provided to persons with disabilities upon request.*

### GENERAL INFORMATION

Department/Position desired Outside Field Technician  
How did you hear of this vacancy? Burlington Telecom Contractor  
First Name Kaillum Last Name Tucker  
Mailing Address 35 Baird Street  
City/Town Burlington State VT ZIP 05401  
Phone 802-355-5706 E-mail Address tucker.kk@gmail.com  
Are you at least 18 years of age? ☒ Yes ☐ No  
Probationary Police Officer Applicants ONLY: Are you at least 20 years of age ☐ Yes ☐ No

### EDUCATION

Circle the number corresponding to the highest level of education completed:

ELEMENTARY - HIGH SCHOOL					COLLEGE				GRADUATE SCHOOL			
8	9	10	11	12	<u>1</u>	2	3	4	1	2	3	4

GED (list granting agency) \_\_\_\_\_  
List in reverse order (present or most recent first) all schools attended (colleges/universities, technical training institutions, vocational/trade schools, and high schools)  
NAME OF SCHOOL CITY/TOWN & STATE MAJOR(S) DEGREE  
Ticonderoga High School Ticonderoga, NY \_\_\_\_\_ Diploma  
\_\_\_\_\_  
\_\_\_\_\_

### SKILLS

Other Certifications or Licenses: OSHA Certification  
Typing speed: 40 words/minute  
List all computer software used along with your experience level (expert, advanced, average).  
Microsoft Word - Average  
Microsoft Excel - Average  
\_\_\_\_\_  
List machines/equipment you are trained to operate and any special skills you have related to the position(s) for which you are applying. (First Aid, WSI, Cash Register, Heavy Equipment Operating, etc.)  
Use of: Various fusion splicing machines; Fiber testing equipment; aerial lifts; ladders; pole climbing equipment. Knowledge of and experienced with a vast array of cable equipment and tools. Experienced in residential and commercial FTTP installations; troubleshooting and maintenance/repair.

**WORK  
EXPERIENCE**

Describe below all previous work experience (including unpaid experience) in reverse chronological order (present or most recent employment first). **Include any information not listed on your resume.**

**Name of Employer:** Catamount Cable Company  
**Address:** PO Box 500, Brookfield, VT 05036  
**Your job title:** Outside Technician  
**Supervisor (name & title):** Scott Crossley, Project Supervisor  
**Employed From (month/year):** 04/2007 **To (month/year):** Present  
**Salary (dollars/week):** Start: \$1200 Final: \$800 **Hours/week:** Varies – production work  
**Reason for leaving:** N/A (current employer)  
**May we contact this employer:** ☒ Yes ☐ No **Phone:** 603-303-1641  
**Summary of your duties and responsibilities:** Fiber optic splicing; commercial and residential installations, troubleshooting and service.

**Name of Employer:** Nationwide CATV  
**Address:** 160 Mill Street, Cavendish, VT 05142  
**Your job title:** Installer Technician  
**Supervisor (name & title):** Bob Dye, Manager  
**Employed From (month/year):** 01/2007 **To (month/year):** 04/2007  
**Salary (dollars/week):** Start: \$800 Final: \$800 **Hours/week:** Varied  
**Reason for leaving:** Offered position with Catamount Cable  
**May we contact this employer:** ☒ Yes ☐ No **Phone:** 802-226-7644  
**Summary of your duties and responsibilities:** Residential cable installation, troubleshooting and service.

**Name of Employer:** Prime Service Center, Inc.  
**Address:** 2015 Hamburg Street, Schenectady, NY 12304  
**Your job title:** Contractor – Residential Satellite Installer  
**Supervisor (name & title):** Alvin Mitchell  
**Employed From (month/year):** 2005 **To (month/year):** 12/2006  
**Salary (dollars/week):** Start: \$800 Final: \$900 **Hours/week:** Varied  
**Reason for leaving:** Offered position with Nationwide  
**May we contact this employer:** ☒ Yes ☐ No **Phone:** 888-420-7746  
**Summary of your duties and responsibilities:** Residential satellite installation, troubleshooting and service.

**Name of Employer:** Great Northern Digital Satellite  
**Address:** 2142 Georgia Shore Road, St. Albans, VT 05478  
**Job Title:** Residential Satellite Installation  
**Supervisor (Name & Title):** Matt Petrie, Owner  
**Employed From:** 06/2003 **To:** 05/2005  
**Salary (Dollars/week):** Start: \$800 **Finish:** \$700 **Hours/week:** Varied  
**Reason for leaving:** Accepted position closer to home.  
**May we contact this employer:** Yes **Phone:** 802-524-3900  
**Summary of your duties and responsibilities:** Residential satellite installations, service, maintenance and repair.

**Name of Employer:** J&J Communications  
**Address:** 40 Court Street, Middlebury, VT 05753  
**Job Title:** Line Construction/Installer  
**Supervisor (Name & Title):** John Lafountain, Owner  
**Employed From:** 2001 **To:** 2002  
**Salary (Dollars/week):** Start: \$500 **Finish:** \$600 **Hours/week:** Varied  
**Reason for leaving:** Work slowed down.  
**May we contact this employer:** Yes **Phone:** 518-546-3761  
**Summary of your duties and responsibilities:** Cable line construction, installation.

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ADDITIONAL  
INFORMATION

1. Are you authorized to work in the United States? ☒ Yes ☐ No
2. In the past ten (10) years, have you been convicted, placed on probation, or under supervision for any violation of law? ☐ Yes ☒ No  
If yes, please explain, including the basis, the date, and any circumstances contributing to rehabilitation. (A record of a conviction is not an automatic bar to employment).  
\_\_\_\_\_
3. Do you have reliable transportation? ☒ Yes ☐ No  
If the position you are applying for requires you to travel locally, do you hold a driver's license or have another way to access prompt, reliable transportation? ☐ Not Applicable ☒ Yes ☐ No
4. Do you have a valid Commercial Driver's License (CDL)? ☐ Yes ☒ No
5. Have you been disciplined or discharged by a former employer for conduct involving any type of dishonesty, ethical misconduct or violent behavior in the last 15 years? ☐ Yes ☒ No  
If Yes, please attach an explanation.
6. Have you ever worked for the City of Burlington ("City") before? ☐ Yes ☒ No  
If yes, identify department and dates of employment. \_\_\_\_\_  
Reason for leaving? \_\_\_\_\_
7. Please list any relatives or domestic partner employed by the City and the department(s) in which they work. \_\_\_\_\_
8. I understand that in making this application, the City may be contacting my references and/or prior employers. ☒ I have ☐ I have not signed the attached release regarding my prior employment and references. I understand that if the City is unable to communicate with my references or prior employers due to my conduct, it may affect my opportunity for employment. (Please attach an explanation if there are extenuating circumstances you feel the employer should know.).
9. I understand that if the position for which I am applying includes work with individuals or groups who are recognized as vulnerable, such as children, the elderly, or mentally disabled, I may be subject to background or record checks which I must pass prior to full employment.
10. I understand that if I accept employment by the City, as a result of my employment, I may receive City owned property to fulfill my employment obligations. At the time my employment with the City ends, I shall immediately return to the City all of its property and pay any personal expenses I incurred on any of the City's accounts. If I fail to do this, the City may deduct the cost of such City owned property and any such personal expenses from my pay.
11. If I am hired by the City, I understand that the City's Handbook/Personnel Policy, as it may be changed in the future, shall be applicable to me and I shall read it and comply with its provisions during my employment.
12. I hereby certify that this form and any attachments to it contain no false information and are complete to the best of my knowledge. I am aware that if an investigation discloses misrepresentation or falsification, my application may be rejected, my name removed from the applicant list, and if already employed, I may be dismissed from City service, and I may be disqualified from applying in the future for any City position.

Signed: \_\_\_\_\_

Date: 8/17/10

The City of Burlington does not discriminate on the basis of race, color, national origin, sex, sexual orientation, religion, age or disability, in employment or the provision of services.

TO APPLICANT: All applications for employment are kept in the City's general application file for ONE YEAR. If you would like to apply for another City position within ONE YEAR of this initial application, please contact us at (802) 865-7145.



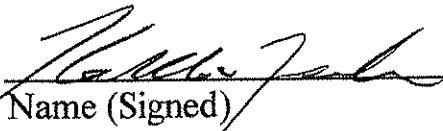
# HUMAN RESOURCES DEPARTMENT

## RELEASE AND AUTHORIZATION TO OBTAIN EMPLOYMENT INFORMATION

This release authorizes persons whom I have listed as references and/or my previous employers to furnish to and discuss with the Human Resources staff from the City of Burlington any and all information which may be requested regarding my prior employment or fitness for employment, to include a copy of my personnel records of files.

I waive any claims to privacy or confidentiality regarding the disclosure of or discussion of my prior employment. I release the City of Burlington and its representatives and the individual references that I have listed as well as the representatives of my previous employers from any claims related to the release or discussion of my employment information or information relevant to employment so long as the information released by my references and prior employers is truthful.

\*If I am applying for a position that requires a Commercial Driver's License I understand that the City may contact my prior employers for the purpose of investigating my safety performance history information. (391.21). The City will also conduct a Department of Motor Vehicle Record Check in accordance with 391.25.

  
Name (Signed)

Kaillan Tucker  
(Printed name)

8/17/10  
Date



**Kaillum Tucker**  
35 Baird Street  
Burlington, VT 05401  
(802) 355-5706

## **REFERENCES**

### **Professional References**

Scott Crossley  
Catamount Cable Company  
PO Box 500  
Brookfield, VT 05036  
(603) 303-1641

Todd Dushane  
Burlington Telecom  
200 Church Street  
Burlington, VT 05401  
(802) 922-3908

Chris Bowcock  
Eustis Cable Enterprises, LTD  
PO Box 500  
Brookfield VT 05036  
(802) 399-1636

John Lafountain  
J&J Communications  
25 Forest Way  
Moriah, NY 12901  
(518) 546-3761

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Matt Petrie  
Great Northern Digital Satellite  
2142 Georgia Shore Road  
St. Albans, VT 05478  
(802) 524-3900

## City of Burlington Job Description

**Position Title:** Outside Plant Technician

**Department:** Burlington Telecom

**Reports to:** Division Manager of Facility Engineering, Construction and Operations

**Pay Grade:** LS Non-Classified

**Job Code:**

**Exempt/Non-Exempt:** Non-Exempt

**Union:** Non-Union

**General Purpose:** This position is mainly responsible, for FTTH (Fiber-to-the-Home) installations, maintenance and repair of Burlington Telecom's transmission and distribution system.

**Essential Job Functions:** (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position)

- Perform the installation, maintenance and repair of the transmission and distribution system.
- Assist in distribution system construction projects including any cost estimates.
- Ensure that FTTP (Fiber-to-the-Premise) installations and repairs conform to adopted industry standards.
- Work as part of the Burlington Telecom team to ensure any and all work performed is in support of all corporate goals and commitments to service.
- Ensure a safe working environment for self, employees and general public, by practicing work methods and elements in compliance with all applicable local, state and federal codes, standards, laws, and regulations; including, but not limited to National Electric Safety Code and OSHA.
- Participate in training opportunities as assigned and required..
- Assist Network Operations department in identifying and developing field equipment and hardware specifications.
- Assist Division Manager of Facility Engineering, Operations and Construction by creating and maintaining accurate, detailed records of Burlington Telecom's cable distribution system using facilities management system.
- Execute the closing of work orders after final job completion.
- Assist in the restoration of system outages related to the distribution system.

- Assist in planning and design of distribution system improvements.
- Work in a supportive role with Network Operations for operation of the Class 5 voice switch to include installation, provisioning and maintenance.
- Work in a supportive role with Network Operations for operation of the electronics transport system to include installation, provisioning and maintenance.
- Assist in the preparation of the Outside Plant area's budget.
- Assist in the investigation and resolution of customer complaints regarding service as related to distribution system.

**Non-Essential Job Functions:**

- Perform other tasks as may be assigned.

**Qualifications/Basic Job Requirements:**

- Associate's degree in telecommunications, business or related discipline, or graduation from recognized industry certification programs in related hardware and software and five years experience in the construction, maintenance, repair and operations of telecommunication systems. Relevant experience may be substituted for educational requirements.
- Demonstrated experience in FTTP installation, maintenance and repair and the associated practices required.
- Demonstrated hands on experience with fiber optic splicing required.
- Knowledge of optical splitters and associated splicing practices required.
- Ability to read and interpret complex schematics, drawings, specifications, manuals and plans required.
- Must possess strong written and verbal communication skills and an ability to interact with coworkers and the public.
- Demonstrated ability to operate personal computers required.
- Ability to pass a pre-employment drug screening required.
- Ability to train for pertinent industry safety rules, practices and standards required.
- Ability to obtain and maintain First Aid and CPR certification within three months of date hired.
- Class B Commercial Driver's License endorsement preferred.
- Must wear safety equipment, including, but not limited to; high voltage rubber gloves, safety glasses, hard hat, hearing protection and safety harness.
- Must be able to work as part of a team.
- Ability to work nights, weekends and holidays required.
- Ability to obtain and maintain a valid drivers license required.
- Ability to maintain confidential information.

**Physical & Mental/Reasoning Requirements; Work Environment:**

These are the physical and mental/reasoning requirements of the position as it is typically

Outside Plant Technician

Page 3 of 3

performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

<input checked="" type="checkbox"/> seeing	<input checked="" type="checkbox"/> ability to move distances	<input checked="" type="checkbox"/> lifting (specify)
<input checked="" type="checkbox"/> color perception	within and between	70 pounds
(red, green, amber)	warehouses/offices	<input checked="" type="checkbox"/> carrying (specify)
<input checked="" type="checkbox"/> hearing/listening	<input checked="" type="checkbox"/> climbing	70 pounds
<input checked="" type="checkbox"/> clear speech	<input checked="" type="checkbox"/> ability to mount and	<input checked="" type="checkbox"/> driving (local/over
<input checked="" type="checkbox"/> touching	dismount forklift/truck	the road)
<input checked="" type="checkbox"/> dexterity	<input checked="" type="checkbox"/> pushing/pulling	
<input checked="" type="checkbox"/> hand		
<input checked="" type="checkbox"/> finger		
<input type="checkbox"/> reading - basic	<input type="checkbox"/> math skills - basic	<input checked="" type="checkbox"/> analysis/comprehension
<input checked="" type="checkbox"/> reading - complex	<input checked="" type="checkbox"/> math skills - complex	<input checked="" type="checkbox"/> judgment/decision
<input type="checkbox"/> writing - basic	<input checked="" type="checkbox"/> clerical	making
<input checked="" type="checkbox"/> writing - complex		
<input type="checkbox"/> shift work	<input checked="" type="checkbox"/> outside	<input type="checkbox"/> pressurized equipment
<input checked="" type="checkbox"/> works alone	<input checked="" type="checkbox"/> extreme heat	<input checked="" type="checkbox"/> moving objects
<input checked="" type="checkbox"/> works with others	<input checked="" type="checkbox"/> extreme cold	<input checked="" type="checkbox"/> high places
<input checked="" type="checkbox"/> verbal contact w/others	<input checked="" type="checkbox"/> noise	<input checked="" type="checkbox"/> fumes/odors
<input checked="" type="checkbox"/> face-to-face contact	<input checked="" type="checkbox"/> mechanical equipment	<input checked="" type="checkbox"/> hazardous materials
<input checked="" type="checkbox"/> inside	<input checked="" type="checkbox"/> electrical equipment	<input checked="" type="checkbox"/> dirt/dust

**Supervision:**

Directly Supervises   0  

Indirectly Supervises:   0  

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

**Approvals:**

Department Head: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_ Date: \_\_\_\_\_